

E-01345A-08-0172



0000089161

ARIZONA CORPORATION COMMISSION

ORIGINAL

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 71910

Date: 10/3/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Karen Last: Stuart

Account Name: Karen Stuart

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Surprise

CBR: [REDACTED]

State: AZ Zip: 85388

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: for assignment

Contact Phone: n/a

Nature of Complaint:

10/03/08 Received correspondence from Ms. Stuart

Docketed under E-01345A-08-0172

I do not believe that there should be a permanent Base Rate Increase for APS at this time. Times are tough and there are a lot of families having a difficult time now with the economy and to pass off an increase at the same time that APS is giving out pay raises and incentive packages to it's management and CEO's is unconscionable! If APS is in need of funds, then they need to be doing some inhouse reorganization to same money and tighten down on expenses from within FIRST.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

October 3, 2008

Karen Stuart
[REDACTED]

Arizona Corporation Commission

DOCKETED

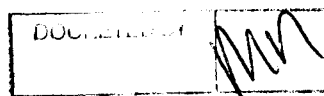
OCT - 3 2008

RE: ARIZONA PUBLIC SERVICE

Dear Ms. Stuart:

Your letter regarding the Arizona Public Service Company, ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record.

RECEIVED
2008 OCT - 6 P 2: 14
AZ CORP COMMISSION
DOCKET CONTROL



ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 10/3/2008

Opinion No. 2008 - 71910
